

## HIP LINK Q & A

### Scenario 1

#### Member currently on Medicaid calls to inquire about HIP LINK.....

- Inform the client that it is possible to switch to HIP Link.
  - Process as a change request.
- Inform client that a spouse enrolled in their Employer Sponsored Insurance or a dependent (19-26) are also eligible to enroll in HIP Link
  - Enter Y on AEFMQ HIP Link question "IS ANYONE IN THE HOUSEHOLD APPLYING FOR OR RECEIVING

\*Gather information about employer to manually enter on AEHPL. If HIP LINK ID is unknown, please review the list of participating HIP Link employers and the corresponding ID. This can be found in [OPS Section 4.42.1](#).

**This HIP LINK information does not need to be pended. Manually enter the ID from the list.**

### Scenario 2

#### New applicant fills out application checking HIP LINK consideration.....

- Please review the application for one of the HIP LINK questions to be answered with "y".
  - AEFMQ should be auto populated with the "Y" for the HIP Link question at the bottom of the screen. If it is not present, please manually enter.
- AEHPL should auto-populate as well during the AR push with information from the application.
- Do not enter Begin or End dates. (auto populated by system)
- Do not put in a Y to initiate the request. (auto populated by system).
- Enter the applicant # for HIP Link along with a "?" in the verification field.
  - Do not enter "UV" in the verification field.

\*If it is noticed that a spouse or dependant has also applied but not checked the box that they want HIP Link, please make contact by phone or pending checklist to verify if they are covered under the ESI and want to be on HIP Link . Process as change if HIP Link is requested for those not checked on app for HIP Link initially.

\*When a spouse and dependent wants to be considered for HIP link make sure the correct code is entered for the correct member #. Dependents should only be marked as D and Spouse with a S.

DO NOT AUTHORIZE A CATEGORY CHANGE ON HIP LINK MOVING TO REGULAR HIP. CHECK TO MAKE SURE ALL IS CORRECT ON AEHPL AND IF MAHL IS STILL NOT FORMING PLEASE SEND THE CASE TO BE LOOKED AT TO [HIPLINK.ECT@fssa.in.gov](mailto:HIPLINK.ECT@fssa.in.gov) .

If a member has further questions please direct them to call 1-877-Get-HIP-9.

For more detailed information on HIP Link please refer to OPS 1.9.11